


REMOTE AGENT ACCESS METHOD TO A VOIP CONTACT CENTER WHERE HIGH QOS IS NOT SUPPORTED

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 US5848143
 US6542475**Abstract of WO2004017543**

A system and method of providing remote agent access to a voice over internet protocol contact center by allowing an agent to login to the contact center with a data circuit through a remote data access device such as a VPN device. The system and method further includes, after receiving contact information, the contact center transmitting call data to the remote agent through the data line, the data line carrying bi-directional signalling data including the agent's ability to control call pick-up and hang-up, while transmitting the voice component over a telephone line. Further, the present invention has the ability to provide a continuous stream of customer calls to the agent or to disconnect after each individual call.

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